



State of Utah

Product Description

Product Number: 4901.05.15

DOCUMENT IMAGING SYSTEM (DIS)

Effective Date: July 1, 2014
Revision Date: March 25, 2014
Version: 1.0
Product Owner: Commissioner Keith Squires, Department of Public Safety
Product Manager: Phil Bates, DTS/DPS
Phone: 801-209-9343
E-mail: pbates@utah.gov

The Document Imaging System (DIS) provides Public Safety Divisions the ability to scan documents for electronic storage. The system also allows retrieval of stored documents through client applications. This is a third Party system (Content Manager) provided by IBM and maintained by DTS personnel. This system is primarily used by Driver License, Bureau of Criminal Identification, POST, and Public Safety Administration.

The hours of support required for DIS are listed below.

Application	Support Hours	Days of Week
Document Scanning	0700-1800	Monday – Friday
Formatted Indexing	0700-1800	Monday – Friday
System Integration	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call

Product Features and Descriptions

Feature	Description
Document Scanning	Application that allows scanning of documents related to the business functions of the Department of Public Safety.
Formatted Indexing	Allows scanned documents to be “related” to records in Public Safety Systems.
System Integration	Allows Public Safety applications electronic access to documents via an Application Program Interface (API).
Up Time	DIS is used 24x7.
Security	Because this system stores criminal history information, security must be in compliance with current CJIS security policy.

State of Utah

Product Description

Backups	Backups are run nightly.
Application Help Desk	DTS support includes front-line application help desk.

Features Not Included

Feature	Explanation
User Training	DTS support does not include the updating of user training manuals or user training. DPS has a training group that provides this service.

Rates and Billing

Feature	Description	Base Rate
Enhancements and Upgrades	Application Enhancements and upgrades are provided via maintenance contract with IBM. System Administrators are required to deploy enhancements upgrades as provided from third party provider.	See DTS Rate for Application Support
Network Support	Monitoring, troubleshooting and support to ensure uptime and sufficient performance.	See DTS Infrastructure Network Support product
Database Support		See DTS Database Support product
Desktop Support	DTS provides desktop services for government-owned desktop devices that reside in the customer environment and access the State's business systems.	See DTS Desktop Support product
Security	Provide and ensure firewall protection, encrypted access and that necessary physical controls are in place.	See security rate
Hosting Support	Hosting Services	See DTS Enterprise Hosting Rate

Ordering and Provisioning

DPS users and/or DTS support personnel report application problems, desired features and enhancements. These requests will be forwarded to IBM.

DTS Responsibilities

- Application Enhancements and upgrades are provided via maintenance contract with IBM. System Administrators are required to deploy enhancements upgrades as provided from third party provider.



State of Utah

Product Description

- Define technical requirements for upgrades and enhancements.
- Monitoring, troubleshooting and support to ensure sufficient performance, and uptime.
- Providing DSI office support during hours when offices are open for business.

Agency Responsibilities

- Define business requirements for changes being requested in the DIS applications.
- Update training manuals to reflect changes being made to the application. Train DPS users as necessary for deployments of DIS releases.
- Distribute release notes provided from third party vendor.

DTS Service Levels and Metrics

State of Utah

Product Description

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Document Imaging System (DIS)	98%

Since Document Imaging is critical to the business functions of DPS, the following metrics will be monitored:

- Minimum requirements are 98% uptime, with a goal of 99.99%. This will be measured by DTS monitoring systems.
- Content Manager Releases are deployed on a time schedule agreed upon with DPS, DTS, and the Application Vendor. All upgrades and system changes will use the change control process.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

State of Utah

Product Description

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	75% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
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State of Utah

Product Description

Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied